

Government Issue

AT&T'S PUBLICATION FOR ITS GOVERNMENT CUSTOMERS V.5 N°.1 WINTER 96



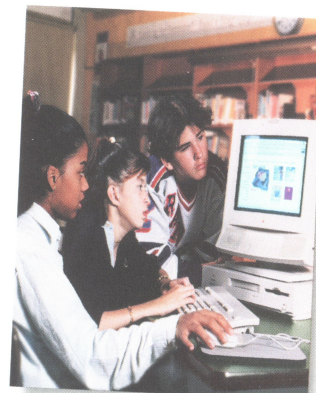
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AT&T connects schools to the Internet

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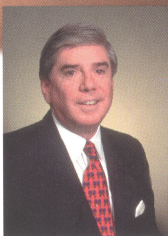


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A LETTER FROM THE PRESIDENT AT&T GOVERNMENT MARKETS



JOHN WHITMAN

To our government customers,

This new year, AT&T's resolutions are more challenging than ever. I'm sure you know by now we are about to "break up" again by separating into three publicly traded companies.

To be sure, a variety of marketplace factors — like globalization, technology, and converging industries — played a role in the decision to "unbundle" ourselves. But first and foremost, we're doing this so each new company can be completely free to serve customers the best way possible without concern for conflicting internal business strategies.

The three businesses will include:

① the "new" AT&T, a communications services company which will be built around the world's most sophisticated and reliable network. This \$49 billion corporation will also enjoy the assets of AT&T Wireless Services, with licenses reaching 80 percent of the U.S. population, and AT&T Universal Card Services, with expertise in customer service, database marketing and electronic payment systems. The new AT&T will be built less around discrete products and more around providing solutions to customer needs. No matter what the customers' mission, this company will create a network map for delivering the information services needed anytime, anywhere, in any form.

② a new \$20 billion systems and technology company, called Lucent Technologies, formed from the former AT&T units that produce communications equipment, systems and microelectronic components. Too often our people in that end of the business have found the road to global market leadership littered with roadblocks because some potential customers have been unwilling to buy equipment from a company that is also a formidable network services competitor. With its independent corporate identity, Lucent Technologies won't have to face those hurdles.

③ a computer unit, NCR, formerly AT&T Global Information Solutions. It will concentrate on the development and manufacture of computer platforms in three markets where it has a leading position — financial, retail and communications.

Each of these businesses will be a Fortune 500 company in its own right. And each starts off in the enviable position of having significant global operations, a seasoned management and a productive work force.

I will not pretend this realignment is easy. But we have pledged to meet every one of our customer commitments while the transition is under way.

Maintaining superior service to our government customers throughout this period of change is the highest priority for me and the entire AT&T team. I am absolutely certain by the time another new year rolls around, you will find each of the new companies will be even more focused on meeting your communications needs quickly, efficiently and cost-effectively.

A handwritten signature in blue ink, appearing to read "Dick Lombardi".

Dick Lombardi



Reading and Writing and Internet

AT&T's Learning Network allows students and teachers to surf the net

LATER THIS YEAR IN SCHOOLS across the nation, inquisitive kids will get help from AT&T surfing the Internet. The band teacher will alert the brass section of a new practice time by a single voice message broadcast to each student's home. And, in many schools, teachers will be able to have Johnny talk to the principal without leaving the room.

BY JOYCE DEATON

Students and teachers, often the least likely to have access to advanced technologies, will be among the first to use these new telecommunications services as part of a new \$150 million commitment to help improve education through technology called the AT&T Learning NetworkSM.

Beginning this spring, all of the nation's 110,000 public and private



Students at Intermediate School 71K in Brooklyn, N.Y., are on line with AT&T WorldNet Services.

schools will be able to sign up for free AT&T services, including Internet access, browsing software and voice messaging service. During the next five years, 100 schools will receive two years of free on-campus wireless service.

"This won't be a case of dropping technology at the schoolhouse door and walking away," said AT&T Chair-

man Robert Allen. "The AT&T Learning Network is not just a donation to America's schools. It is a partnership."

In addition to providing free access to these services, AT&T will provide technical assistance to ensure services are installed and working properly and significant training and coaching opportunities to make it easy and effi-

cient for teachers and administrators to incorporate the technologies into their schools.

For example, the commitment includes \$50 million to be distributed through the AT&T Foundation in the form of grants that support professional development for teachers and encourage family involvement in education through technology.

When the school bells ring next fall, schools registered for the program will open more than mere doors. They'll open the eyes and minds of students and teachers to libraries and research sources around the world, to innovative learning projects with distant groups and to easy, efficient communication with parents and local community resources.

Plans are being developed to expand the program to libraries later this year. The five-year program continues

AT&T's tradition of supporting education with the company's largest single commitment ever.

Each school that signs up will receive free dial-up Internet service through AT&T WorldNetSM Service, free browser software and 100 hours of free Internet access.

To support the Internet services, teachers will receive tools to control use of the Internet, suggested lesson plans and projects, on-line mentors and access to teachers experienced in using the technologies in the classroom. Schools need to have a computer and modem with a local telephone line to take advantage of the free Internet services.

Participating schools

will also enjoy three months of free voice messaging service through AT&T's forthcoming network-based mailbox service. This service will include list management software and training so administrators and educators can easily broadcast voice messages to specific groups of students, parents or community leaders. They can also leave messages for individual parents, even those without answering machines. Schools need only a touch-tone phone to use the voice mailbox service. To use the list management software, they need a personal computer with a modem and phone line.

Schools can get the services at significant discounts for the balance of the five-year program after they use the free allotment.

In addition, AT&T Wireless Services will choose 100 schools in its operating

CONTINUED ON NEXT PAGE

AT&T Learning Network at a glance

Services and Support

■ Free dial-up access to the Internet through AT&T WorldNetSM Service, software to browse the World Wide Web, 100 hours of free usage, followed by discounted usage, content access controls, and navigational tools to all schools.

■ Three months of unlimited free voice messaging mailbox service, followed by discounted messaging and list management software to all schools.

■ Wireless voice communication for 100 schools, with 20 cellular telephones, equipment and two years of free on-campus voice communication air time.

■ Free support for teachers, including technical assistance for installation and continued service, on-line mentors, models for collaborative on-line projects, and lesson plans prepared by professional educators.

■ Free support for communities, including guides for planning and implementing the use of technology in teaching and learning throughout the community.

■ \$50 million in grants over the next five years to help teachers, students, parents and communities use technology to enhance teaching and learning.

Benefits

■ Students and teachers can reach beyond the classroom to people and information anywhere in the world. Suggested learning projects help teachers integrate Internet usage into each school's curriculum.

■ Schools can send messages to individuals or broadcast to entire communities, notifying families of school closings or important meetings; teachers can leave messages for students and families about homework.

■ Selected schools will enjoy the mobility of wireless communications. Teachers will have access to phones when they need them and be able to take important phone calls without leaving their classrooms.

■ Ongoing support to make the technologies easy and effective learning tools.

■ Effective working models; lists of products, services and resource materials; ways to extend learning beyond the school buildings and to integrate technology into libraries, community centers, parent organizations and other agencies.

■ Professional development programs to assist teachers in understanding and using new technologies and support for efforts to integrate technology training into teacher preparation curricula.

Beginning this spring, all of the nation's 110,000 public and private schools will be able to sign up for free AT&T services, including Internet access, browsing software and voice messaging service.

MICHAEL GIBBS



Schools and the Internet

CONTINUED FROM PREVIOUS PAGE

areas to receive free, unlimited on-campus wireless service for two years, including installation of a wireless system and 20 cellular telephones.

Each school selected will be studied to determine its specific needs, and a wireless system will be designed and installed to serve the entire school campus, including playgrounds. Each selected school will have the option of paying for additional telephones and setting up additional accounts for charging calls made on the cellular phones from off-campus locations.

Wireless services let teachers communicate with school personnel and parents without leaving their class. Some studies show that teachers can recoup up to two weeks of teaching and preparation time per year by communicating directly from the classroom.

One of the on-line mentors for the AT&T Learning Network services, Terrie Gray, agrees. "To record one voice message and send it at once to an entire class, or to all parents, or to every band member or member of the soccer team—is a time-saving dream come true for teachers," said Gray. "AT&T understands that teachers have historically been isolated in the classroom and that technology can make com-

munications easy and accessible. The company has established a history of commitment, not only to training teachers in technology, but also to connecting people, creating communities of learners, and enhancing the learning process."

A former teacher in rural northern California who has been involved with bringing AT&T technologies into classrooms for five years, Gray will join the AT&T Learning Network to guide new

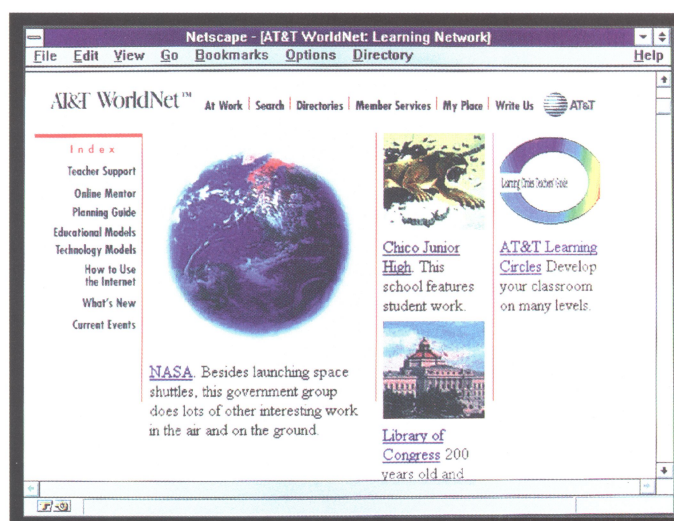
we can to see that America's schools, libraries and communities enter the information century as full participants," he said. "Information technology isn't a panacea for education, but it is a valuable tool. And we think it's time to put it to work in all of America's schools."

Vice President Al Gore praised the AT&T Learning Network as an example of the initiatives he and President Bill Clinton have called critical to the

nation's future. "By the year 2000, 60 percent of the new jobs in America will require advanced technological skills," said Gore. "Unfortunately, only 20 percent of our work force today possess the skills that enable them to compete in a technological world," he said. And while our workplaces are moving swiftly into the information age, our classrooms are not keeping pace. We commend AT&T's initiative, which will help move the nation one large step forward toward meeting President Clinton's challenge to bring our classrooms and schools into the information age."

Parents and educators who would like more information on including their schools in the AT&T Learning Network can call 1 800 809-1097.

The address on the Internet is LearningNet@attmail.com. ■



teachers in understanding and using communications technologies in the classroom.

AT&T has spent more than \$500 million over the past 10 years in support of hundreds of education initiatives across the country. AT&T also supports initiatives sponsored by others, such as the U.S. government's National Information Infrastructure Advisory Council. Chairman Allen reiterated that as the company undergoes restructuring, the "new" AT&T's commitment to education continues to grow.

"We are committed to do whatever

AT&T Learning Network page features topics of interest to students and educators.



AT&T 'Adopts' Two Washington Schools

STUDENTS AT TWO WASHINGTON SPECIAL EDUCATION schools now enjoy new state-of-the-art computer labs, thanks to an innovative partnership between AT&T and the District of Columbia public school system.

The partnership was created to explore ways in which the company could assist the city in improving the educational process in its schools. AT&T Government Markets recently "adopted" the Prospect Learning Center and the Sharpe Health School and has donated computers, printers, software, furniture and services valued at more than \$100,000.

"We also have committed bright minds, strong backs and skilled hands in the form of AT&T volunteers," said Dick Lombardi, president, AT&T Government Markets, at the recent dedication of a new computer lab at Prospect Learning Center. "AT&T has a heritage of helping those with special needs and this will always remain a strong value in the company's corporate goals," he added.

Joining In

"We moved our Government Markets headquarters from Silver Spring, Md., to Washington," Lombardi indicated, "making us a corporate citizen of the nation's capital. We join the mayor, city council, school board and other city leaders who want to make Washington the greatest city in the world in which to live, work, play and do business. We have formed our partnership with the District of Columbia public school system for two reasons: because we can and because we should."

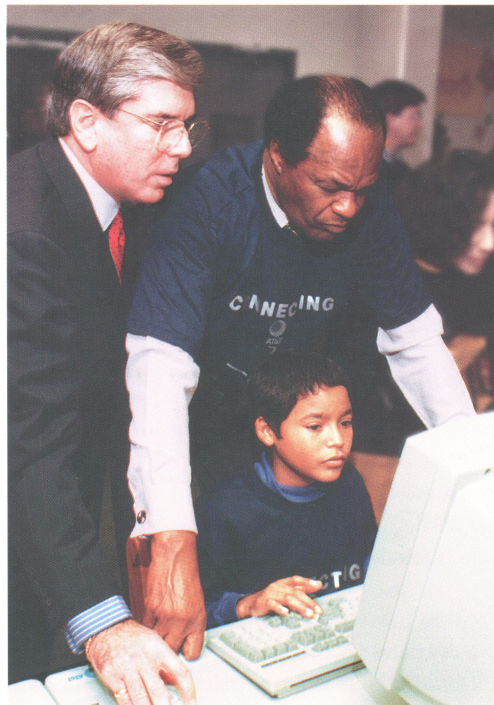
Mayor Marion Barry, who also participated in the dedication ceremony, added, "Education cannot be an island unto itself. We must have participation by all segments of our community. The business sector is very important and we are delighted AT&T has chosen to support these two special education schools."

In addition to equipping the two computer labs, AT&T is training teachers on the effective use of the computers and soft-

ware programs, as well as providing continuing technical support and equipment maintenance. AT&T volunteers also have contributed their time and energy, using their own materials and tools to paint classrooms and landscape the grounds at the Sharpe Health School. "Looking ahead, I can see Government Markets professionals working with students as mentors and tutors," Lombardi said.

In the spring, AT&T will initiate a re-engineering program to automate procedures for enrolling students in special education schools. In support of this effort, the company will offer selected teachers and administrators free classes on quality improvement and team motivation techniques at the AT&T School of Business. In

May, the company will offer all city schools free access to the Internet, as part of the nationwide AT&T Learning Network. (See story on page 4.)



Bonsel Lightfoot shows off his computer skills to AT&T's Dick Lombardi, left, and Mayor Marion Barry.

All for One

"We applaud and welcome the dedication and commitment AT&T has demonstrated toward our students with special needs," said Dr. Franklin Smith, superintendent of the District of Columbia's public schools, "and we are truly excited about this unique partnership."

As students tried out their new computers for the first time, their enthusiasm was obvious. Sophia Francis, 11, was intrigued by the math games. "These will help me learn more about math," she said. "I think the computers will also help me organize information for my science projects and reports."

With Mayor Barry and AT&T's Lombardi looking over his shoulder, Bonsel Lightfoot, 13, clearly enjoyed his computer session. Speaking for his fellow students, Lightfoot said, "I would like to thank AT&T and the D.C. public schools for this wonderful computer equipment. This modern technology will

increase our knowledge and computer skills. We thank you from the bottom of our hearts."

"Years from now," Lombardi said, "it's just possible that one of the students from the Prospect Learning Center or Sharpe Health School may show us something about computers or communications that we never thought of." —Ken Gadd

Check, Please

Defense Financial and Accounting System keeps military paychecks flowing



Keeping the paychecks rolling for active military personnel is just one of the functions of the DFAS network.

HANS HALBERSTADT/THE STOCK MARKET

PAYING ACTIVE, RETIRED AND reserve military personnel and Department of Defense employees is just one of the functions of the the Defense Financial and Accounting System Core Network (DFAS).

Data circuits for the new network—recently installed by AT&T—make sure DoD employees get paid on time by processing 5.6 million pay accounts monthly and distributing electronically 10 million paychecks.

DoD suppliers count on the network, too: 12 million active contracts are tracked over it with 24 million invoices issued each year. A whopping \$125 million is disbursed hourly.

While handling this impressive, time-sensitive work volume, the DoD financial and accounting department has undergone significant changes over the last couple of years.

Jack Flanagan, AT&T national account executive said, "There are major reorganizations in the works that are shrinking the operation from more than 300 offices to about 25. Now five large centers are processing the major

share of the workload with satellite offices handling the rest."

In addition to office closings and consolidations, military base closures, downsized staff and budget cuts have added to the daily challenge. The bottom line, according to Flanagan, "There was tremendous flux and change in how financial and accounting data was processed over the DoD network."

DoD network operations kept up with changing demand by adding capacity and routing equipment. But the pressures of handling the flow began to strain the system.

"We were modifying our existing system but we weren't keeping up with demand," said DoD's Tony Montemarano, chief, Defense Information Systems Router Network. "With rapidly changing needs, it was becoming increasingly clear that we needed an enhanced, reliable system to handle the financial and accounting functions."

In the summer of 1995, network problems escalated to a dramatic conclusion: a four-day network crash. The

time for action had arrived.

DoD called AT&T at the beginning of August with a challenge: Implement a network that would be up and running for the annual year-end accounting crunch beginning in September.

"AT&T worked with us—under the Defense Commercial Telecommunications Network (DCTN) contract—to get a network up that would connect our current 25 accounting offices and do it with no interruption of critical work flow," explained Montemarano.

AT&T, as a major supplier to the existing network, accomplished the task quickly because, according to Montemarano, the company was familiar with the network and what needed to be done. Additionally, AT&T's technical and logistical capability was vital to fulfill a critical part of the network installation challenge—a less than 30-day time frame.

With a military precision of its own, a team of 20 AT&T technicians and managers worked with Montemarano's team to install 32 T1 data circuits that connected all of the accounting offices across the country in 21 days.

As part of the installation, AT&T personnel worked with local exchange carriers across the country to coordinate the network's local portions.

Said AT&T Project Manager Howard Polivy, "We contacted each DoD customer on the network to verify his or her needs. And we handled all of the equipment needs."

With a smooth, seamless transfer of traffic to the new network on Sept. 12, DFAS customers are enjoying reliable, tailored network support.

As for AT&T customer Montemarano, he only had good things to say about the company's effort. "We had no problems; we worked together like a happy marriage."

—Joan Stapleton

Joint Endeavor

AT&T/State Department communications experts comprise winning team

BOB BUBNIAK SEES HIS JOB AS SOMETHING like the CEO of a small telephone company. And, he admits, he's a pretty demanding one.

He has to be. As head of Digital Systems Programs for the U.S. Department of State, he commands a \$14 million annual budget and provides domestic voice, data and video telecommunications for the U.S. State Department, the U.S. Arms Control and Disarmament Agency and the Agency for International Development.

For help with this daunting task, he relies on a close partnership with AT&T and depends on his branch chiefs, Terri Staub and Kathy Kirker. Under the 10-year Consolidated Telecommunications Service (CTS) contract signed in 1993, AT&T people and equipment process approximately 2.5 million calls and handle more than 1,000 requests for telephone service per month.

The nature of the State Department's work often dictates special conditions, tight security and short time frames.

"We hold AT&T to an extremely high standard because what we do is very important," said Bubniak. "When people need telecommunications service, they want it immediately, and they don't tolerate any delays or outages."

Sense of Pride

Bubniak brings to his job a "sense of urgency" acquired during his 20-year Army career, when he served in a variety of communications posts—from company commander in a signal battalion to commander of the Armed Forces Network Europe, the armed forces' radio and television network on that continent.

Luckily, he finds that sense of urgency shared by his staff of civil servants and the AT&T employees and subcontractors who support the CTS contract on site at State Department headquarters in Washington. An on-site Technical Operations Center is accessible 24 hours daily and provides installation and repair services for the 30 bureaus and agencies within the department.

"We have the best federal-AT&T team in the government today, in terms of responsiveness and professionalism," said Bubniak. "We work in an atmosphere of mutual respect, and our AT&T people and the people in my organi-



Bob Bubniak and his branch chiefs, Kathy Kirker (left) and Terri Staub.

zation share the same sense of pride in the work they do. We have access to the expertise of Bell Labs and other specialized engineering and data experts when we need it. We've developed a symbiotic relationship with AT&T, and it works well for our customers."

The team provides routine voice and data services for about 25,000 State Department employees at 79 domestic sites. Gateways are provided to government networks, including Defense Switched Network (DSN), Washington Integrated Telecommunications Services (WITS), Government Emergency Telecommunications Services (GETS) and FTS2000.

State Department callers have access to Integrated Services Digital Network (ISDN)—integrated voice and data service and dedicated high-speed digital lines. Frame relay network

services through FTS2000 connect to numerous bureaus—for example, the Bureau of Consular Affairs, which uses the service to process passports more efficiently and reduce fraud. FTS2000 e-mail is available on request, as are audio and videoconferencing and data services throughout the continental United States.

Global Support

T1 access from more than 70 overseas posts to a DEFINITY® International Voice Gateway PBX allows callers there to obtain dial tone and place calls as though they were calling from the United States, drastically reducing long-distance charges. The division provides billing services for these overseas users as well.

In addition, Bubniak's division provides special support to the Secretary and to diplomatic security elements. Task force communications services have supported State Department organizations monitoring the Tiananmen Square uprising in China, the attempted coup within the former USSR, the humanitarian relief efforts for Somalia, the earthquake in Kobe, Japan, and the Bosnian conflict. Recent peace talks between the Syrians and Israelis also were supported by Bubniak's staff.

Custom-engineered digital conferencing and switching system bridges allow instantaneous connectivity for audio conferences for the Office of the Secretary with the White House and other executive agencies and embassies and bureaus worldwide.

In 1995, with AT&T's help, Bubniak staged the Department's first Technology Exposition to acquaint his customers with CTS service capabilities. The event also gathered AT&T, Bell Laboratories and other experts to discuss the "network of the future."

Within that future, Bubniak sees a "major convergence" of voice, data and video services. "In an era of declining budgets, we're continually looking for cost-saving opportunities and efficient use of emerging technologies," he said. "In this convergence of services we see some promising economies of scale that will allow us to continue providing excellent service even as we cut costs." —Joyce Deaton

The Future

Is

BY JACKIE WIDES



HINK, THINK, THINK—THINK ABOUT THE 21ST CENTURY!”

Those words in an upbeat music video greeted more than 400 DoD representatives at the recent Defense Commercial Telecommunications Network (DCTN) Users' Conference in Orlando, Fla., co-hosted by AT&T and the Defense Information Systems Agency (DISA).

DISA is the DoD agency responsible for information technology and it is the central manager of major portions of the Defense Information Infrastructure (DII). DCTN, provisioned by AT&T, has provided command, control and administrative communications for the Department of Defense for the past 10 years.

Earlier this year, the DCTN contract expired, but AT&T will continue to provide DoD communications support during a 15-month transition period to the Defense Information Systems Network (DISN), a futuristic, consolidated worldwide telecommunications infrastructure for supporting military operations both in peacetime and on the battlefield. At the conference, AT&T pledged to partner with DoD during this transition:

- to help DISA continue to meet its commitments to America's warfighters,
- to maintain the network reliability that has been a hallmark of DCTN,
- to offer new technology to keep communications capabilities technologically fresh until the last circuit is transitioned from DCTN to DISN.

"In essence, we hope you'll see our continuing commitment is to constantly focus on anticipating, understanding and meeting your current and future requirements. This includes being willing to make necessary significant investments to deliver those capabilities," Harry Carr, AT&T, Defense Markets vice president, told conference participants.

"We will be aggressively competing for the privilege of continuing the relationships AT&T has had with DoD over the years. We believe we are the world's networking leader and our goal is to support you with anytime, anywhere communications."

ACRONYM KEY

DII Defense Information Infrastructure **DISA** Defense Information Systems Agency **DISN** Defense Information Systems Network **DoD** Department of Defense
LBRV Low Bit Rate Video **SONET** Synchronous Optical Network **USA** United States Army **USAF** United States Air Force **USN** United States Navy

ATM Asynchronous Transfer Mode

CDV Compressed Digital Video

DCTN Defense Commercial Telecommunications Network

D C T N U S E R S ' C O N F E R E N C E

out Change





The Future

D C T N U S E R S ' C O N F E R E N C E

Is About Commitments ...

...To America's Warfighters

My primary concern every day is that we provide the best possible communications for the 18-year-old carrying an M-16 rifle.

DISN will exploit available commercial products and services, while providing DoD with the right amount of positive network control to ensure global, seamless, interoperable



and rapid connectivity in response to the needs of the warfighters engaged in dynamic

or unpredictable operations, such as Bosnia, anywhere in the world.

Towards this end, we will participate with industry to infuse leading-edge technologies, such as Synchronous Optical Network Transmission (SONET) and Asynchronous Transfer Mode (ATM) into DISN.

As our military makes the revolutionary transition into the information age—with changes in its mission, pressures to downsize and requirements for bandwidth on demand in response to international crises—nothing is more critical than developing better methods to manage resources, people and ways of doing business.

Lt. Gen. Al Edmonds
Director, DISA

Manager, National Communications System

DCTN Conference Co-host

...To A Defense-Industry Partnership

This is such a critical time for you, given the changes that will occur in our industry, in the



enabling technologies that allow us to provide you services and capabilities, and in DoD's

missions, plans and strategies. Clearly, over the next couple of years, DoD's information infrastructure will be undergoing major transformation. These users' conferences represent an unparalleled opportunity for us to dialog with you, so we can do our best to make sure the service we provide meets or exceeds all of your needs—now and in the future.

The theme for this conference is Experience the Future. We picked that theme because we want you to know we understand our history, our past, and even our present is not sufficient for us to continue to be your "partners" in meeting the needs of the DoD community in the future. We at AT&T have continually focused our energies—and made significant ongoing investments under DCTN—to ensure that you can have available the best, state-of-the-art system, using technology as an enabler, not as an end in itself.

Harry Carr
AT&T Defense Markets
Vice President

DCTN Conference Co-host

...To A New Defense Information Infrastructure

Our current infrastructure is full of stovepipes, seams, gateways, duplication and interoperability nightmares. The answer is to modernize today's infrastructure

To do that, we will implement a state-of-the-art Defense Information Infrastructure (DII): a seamless web of communications networks, computers, software, databases, applications and other capabilities that meet the information processing and



transport needs of DoD users in peace and in all crises, conflict, humanitarian

support and wartime roles.

DII services will include integrated voice, video and data, and a host of future services. Our objective is a "fused warrior domain" that is 100 percent interoperable and global in scale. Any mission, anytime, anywhere, our goal is to plug in worldwide and see no difference in the look and feel of user interface.

DISN will be the transport vehicle for the new Defense Information Infrastructure and DISA will manage it to a point of presence on every base, post, camp or station. But DISA will not manage every system on every base.

Col. David J. Fitzgerald, USAF
Assistant Deputy Director for Engineering and Interoperability

Vice Commander of the Joint Interoperability and Engineering Organization, DISA

...To Deliver Networked Solutions



AT&T's mission, today and tomorrow, is to be the best at bringing people together—through networking. And we intend to do everything we can to remain the company that most customers will

turn to and want to partner with to execute their missions.

No matter where our customers are headed, we are committed to creating a network map for getting them there ... for delivering the information services they want, anytime, anywhere, in any form.

Come to think of it, that sounds a fair amount like the challenge facing today's armed forces—delivering deployable, secure solutions anytime, anywhere, in any form. For both of us, accomplishing our missions depends on the intelligent use of state-of-the-art communications technology. And here, AT&T is second to none.

We have a simple two-part strategy for helping customers make the transition into the new age of smart, multimedia networking.

First, we'll make sure we always have a network infrastructure that sets the world standard for performance and reliability We'll use that infrastructure to deliver state-of-the-art capabilities that include a broader and broader range of features, functions and services—with the best price performance in the industry, with a high degree of interoperability and global reach.

The second part of our strategy is solutions. That means putting together all our networking assets and capabilities, integrating them with additional technologies from other partnering companies and creating the solutions that will add value to your business.

Dick Lombardi
President, AT&T Government Markets

The Future

D C T N U S E R S ' C O N F E R E N C E



Is About Network Reliability

DCTN: A Tough Act To Follow

During the last decade, one constant in the Defense Commercial Telecommunications Network (DCTN) has been AT&T network reliability. The network has consistently exceeded the minimum objective of 99.5 percent availability.

Good thing, too. Customers say reliability is the most important criterion in measuring satisfaction with DCTN.



Pedersen

At the DCTN Users' Conference, AT&T's Ken Pedersen, assistant vice president—Defense Services and Technologies, said the company has met this high-performance standard in an environment where "nearly all of the elements that made up the original DCTN design have been replaced, upgraded, or reconfigured to meet the changing needs of the warfighter."

AT&T was obligated to keep the network fresh as technology advanced. And it did. For example:

- AT&T has steadily migrated DCTN's transmission backbone from coaxial and copper cable to virtually all fiber.
- The earliest DCTN cross-connect equipment had a capacity to terminate 128 T1 systems. Virtually all of this equipment has been replaced with a version which has 10 times that capacity. Even larger systems have been deployed in some locations.
- During Operation Desert Storm, an entirely new network region was

designed and implemented in *days*; it remained in operation during the entire deployment, delivering the same high-quality service to our troops as they enjoy in the continental United States.

- Many new services and features have been added to DCTN to support customers' expanding domestic and international dedicated point-to-point services needs.

"Together, all of the design reviews and technical modifications have delivered more than \$200 million in savings to the Department of Defense since 1986," Pedersen said. "But the most rewarding result of the DCTN partnership is that even though there are now almost a billion minutes of voice calling a year and data services stretching around the globe, network performance continues toward 100 percent availability."

Reliability for the 21st Century

For all customers — government, business and residential alike — AT&T's objective is a network where failures are detected and corrected before they impact service.

"Everyone knows failures are a reality in the telecommunications business," Paul Greendyk, AT&T Network Performance/Quality Director, told attendees at the DCTN Users' Conference. "The goal is to repair them on our time, not yours."

AT&T fights network failures with an ongoing training process for employees and a strategy that focuses on the three R's: Redundancy, Re-

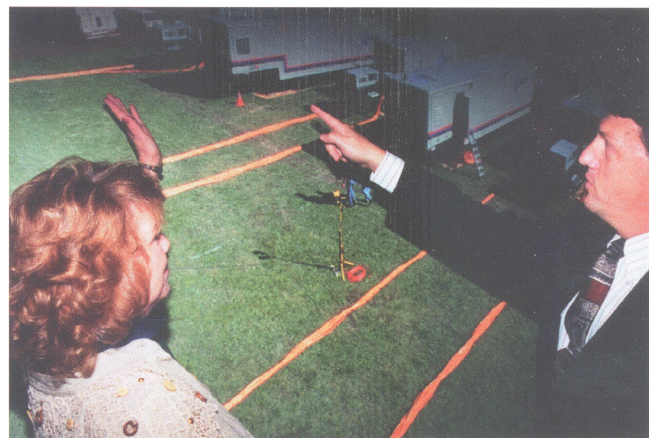
storage and Recovery.

Redundancy means that every piece of equipment in AT&T switching locations—including the electrical power generators—is duplicated for backup protection.



Greendyk

Restoration refers to the time it takes to return service to normal following a cable failure, which happens dozens of times a year, usually as a result of construction work. "Because of the broadband applications in use to-



day, digging up a cable could strand millions of customers instantly," Greendyk said.

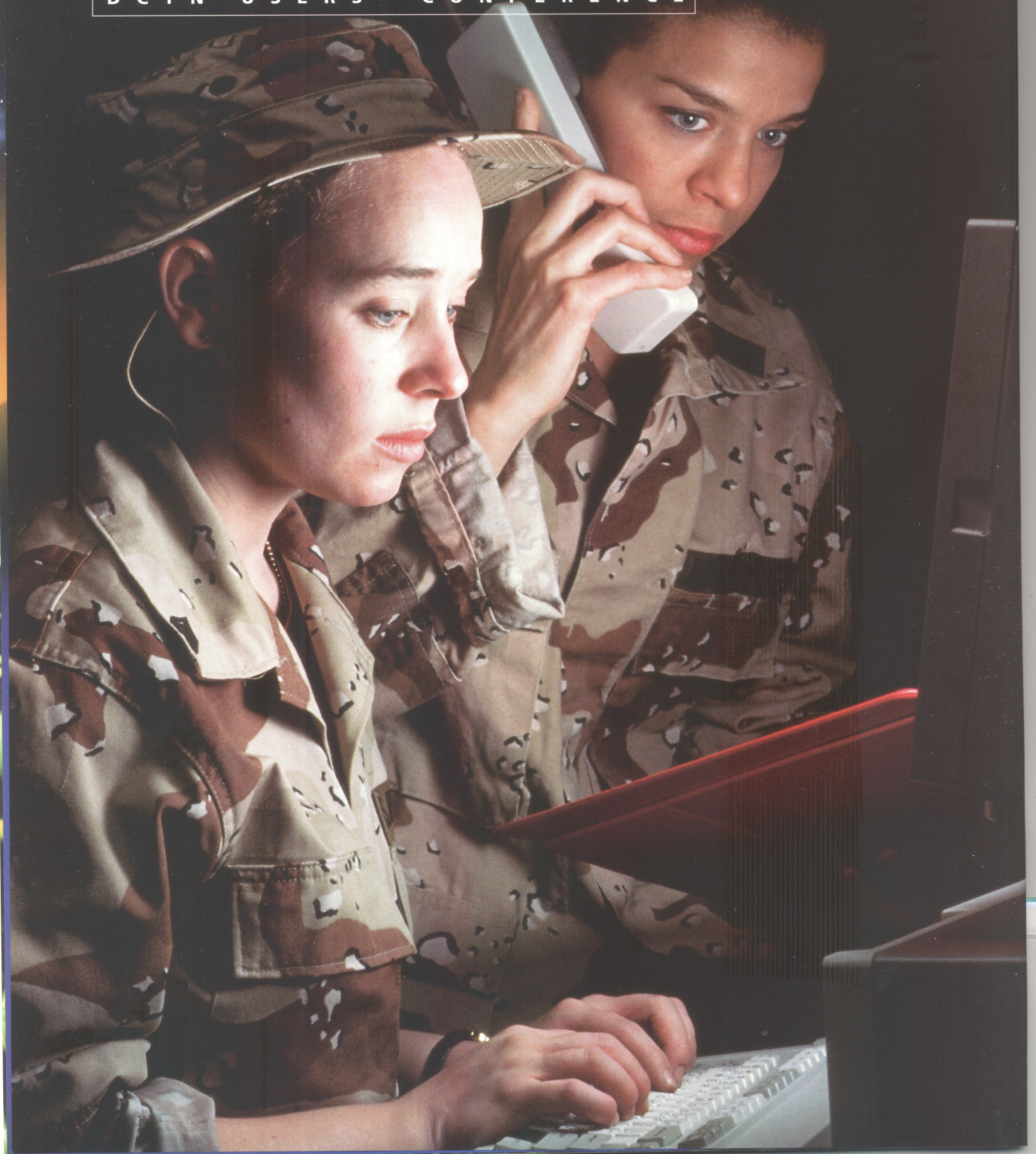
Until recently, full-service restoration took six to eight hours following each outage because the cable had to be physically repaired before com-

AT&T's Gwen Beal explains the company's disaster recovery program to Bill McAndrew, chief of telecommunications services, Defense Equal Opportunity Management Institute, Patrick Air Force Base, Fla.

CONTINUED ON PAGE 19

The Future

D C T N U S E R S ' C O N F E R E N C E



Is About Teamwork

Four service forums encouraged discussions about key applications and promoted dialog about user needs and concerns.

Here's a synopsis:

VIDEOCONFERENCING

Facilitated by:

Larry Nardolillo, AT&T

Lt. Col. Monica Gorzelnik, DISA

SERVICES DISCUSSED:

Video Teleconferencing Service (Schedule D) A dedicated, reservation-based service transmitting at bandwidths ranging from 384 Kilobits per second (Kbps) to T1. This provides time-proven dedicated service with very high quality to users with multiple conferencing requirements, including large groups.

Low Bit Rate Video LBRV Service is a customer-demanded video capability for rollabout and desktop video units and applications requiring less bandwidth than the dedicated systems—at a lower cost. It is a dial-up switched service at 112/128 and 384 Kbps. "LBRV is part of the evolution of video," Nardolillo said. "As long as you have a video jack in a room, you can wheel the system over and hold a videoconference. Eventually, videoconferencing will become as common as making a phone call."

Secure Multipoint Calling A fully interactive audio and video service, available with Schedule D or LBRV. The service is currently running at Secret level with Top Secret accreditation pending.

HIGHLIGHTS:

■ Now, LBRV and Schedule D subscribers can participate on the same video call, since the services are multipoint and can be made interoperable.



Nardolillo



Gorzelnik

■ DCTN offers end-to-end video service, meaning AT&T will arrange the appropriate access and offer compatible video systems.

■ The new automated dial-in video scheduling system currently under development was demonstrated at the conference. No third party coordinator is necessary with this on-line system. Now, video managers will be able to more efficiently utilize their resources; directory updates can be done rapidly and efficiently by the individuals possessing the information; and customers can rapidly find out whether they can schedule their multipoint conferences at the times they want to. "This will give our studios the ability to schedule resources to best serve their customers," Gorzelnik said. ■

SWITCHED VOICE AND DATA SERVICES

Facilitated by:

Judy Isom, AT&T

Bill Helmey, AT&T

SERVICES DISCUSSED:

DCTN Switched 56 Service Four main applications include high-speed fax, desktop video, image transfer and bulk data transfer. Among the benefits are savings due to shorter connect times and worldwide interoperability.

DCTN Data Services Point-to-point services include DSO voice grade private line service, DS1 (equivalent to 24 DSOs), and DS3 (equivalent to 28 DS1s). DCTN International Data Services include standard offerings of 56/64 Kilobits per second (Kbps) and T1 service to 16 European and Pacific countries. Customized offerings involving nonstandard speeds and/or locations are negotiable.

Frame Relay, Asynchronous Transfer Mode, and SONET network access services These were not offered under the DCTN contract but are among the services proposed for addition during the

transition period to DISN. "All of the new data technologies are married together so they interconnect and interoperate with each other, allowing DoD to optimize legacy equipment," Helmey said.



Helmey

OTHER HIGHLIGHTS:

■ "The redesign and streamlining of switching points in the DCTN network—both within the continental United States and to Canadian locations—has saved the government \$10 million annually," Isom told the audience.

■ DCTN data services offer routing diversity (physically separate transmission paths) and avoidance (channel is routed to avoid a specific geographic location). Enhanced Diversity Routing is also available, meaning two or more channels are furnished over physically and electrically separate transmission paths. ■

CONTINUED ON NEXT PAGE

COMMENTS on the CONFERENCE



The conference is helping me understand video teleconferencing and the potential for recruiting applications.

ASMC David Main,
Navy Recruiting Command

Teamwork

CONTINUED FROM PREVIOUS PAGE

DISTANCE LEARNING VIA COMPRESSED DIGITAL VIDEO

Facilitated by:

**Dr. Philip Westfall, Director,
Center for Distance Education,
Air Force Institute of Tech-
nology**

PROGRAMS DISCUSSED:

Distance learning at the Air Force Institute of Technology

Via a live presentation from Wright Patterson Air Force Base, Dayton, Ohio, Dr. Westfall discussed how satellite-based compressed digital video technology allows AFIT to fulfill its mission through cost-efficient, highly effective, interactive distance learning.

Government Education and Training Network (GETN) Following AFIT's success with interactive distance learning, Westfall spearheaded the creation of GETN to encourage agencies throughout the federal government—defense and civilian alike—to reap the benefits of shared facilities and programming.

HIGHLIGHTS:

■ "Our travel and per diem costs for a three-week professional continuing education course are \$1,800 per student to bring people to AFIT, with a maximum capacity of 300 students per year," Westfall said. "Via satellite, we can reach out to 300 students at 10 sites simultaneously, at a cost of \$150 per student. Distance learning results in a tenfold decrease in costs and a

tenfold increase in student throughput," Westfall said.

■ Test scores of on-site and distance learning students are comparable, Westfall claimed. "In fact, our distance learning students outperform in-residence students on tests by an average of 2 percent," he said.

■ GETN, established in March 1995, already has seven uplink and more than 400 downlink facilities in a collaborative network that includes Defense Department agencies such as the Air Force, Air National Guard, Army, Naval Air Systems Command, and DISA. Civilian GETN users include agencies such as the Federal Aviation Administration, the Environmental Protection Agency, the Department of Energy, and the Social Security Administration. By the end of 1996, GETN will have nearly 1,200 downlink sites receiving programming from 12 uplink broadcast stations.

"The Army, Air Force and Air National Guard are already sharing programming, and we expect to see considerable future benefits of increased shared programming and joint use of downlink facilities," Westfall said. "For example, shared programming will reduce duplicate courseware development." ■

TELEMEDICINE

Facilitated by:

**Brig. Gen. Dr. Steve Xenakis,
Commander, Eisenhower
Army Medical Center**

**David Lyche, Medical Ad-
vanced Technology Manage-
ment Office**

**Maj. Craig Flaro, Tripler Army
Medical Center, Honolulu**

Dan Sudnick, AT&T

SUBJECT:

Telemedicine is technology-enabled medicine that is time- and distance-independent. Through communications technology and advanced medical instrumentation, physicians can evaluate a patient's condition, reach a diagnosis and recommend treatment, even when they are located remotely from the patient.

HIGHLIGHTS:

■ Brig. Gen. Xenakis provided a historical perspective and a future vision of the transformation of DoD's healthcare delivery services.

■ David Lyche described the Army Telemedicine (T-Med) program and its integrated support for the warfighter from the foxhole to specialty care medical centers. T-Med envisions physicians communicating via video with medics on the battlefield, evaluating images of

wounded soldiers and recommending emergency care. Among other technology-enabled T-Med elements are electronic personal monitors providing patient medical data, fully equipped field hospitals with links to specialty centers worldwide, and long-distance image and x-ray consultations with faraway specialists.

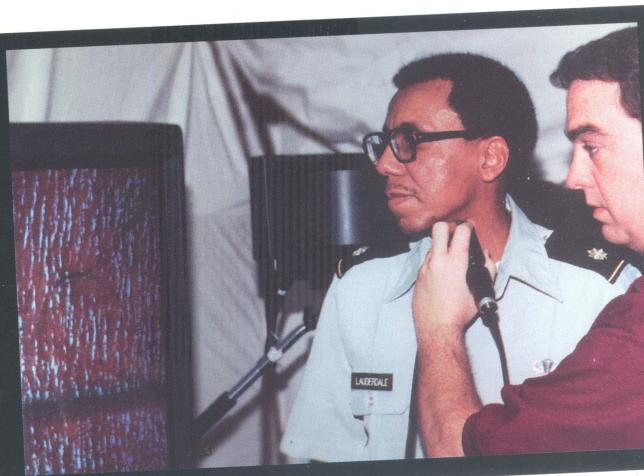


Xenakis

■ Via a live video presentation from Tripler Army Medical Center in Honolulu, Major Flaro demonstrated how telemedicine allows Tripler physicians to consult with patients and medical personnel on the Pacific Island of Kwajalein without leaving the base. Through these teleconsultations, doctors can often help local medical personnel administer appropriate treatment—avoiding patient evacuation to Honolulu, which costs about \$4,000 and keeps the patient away from home for an average of 10 days.

■ Dan Sudnick explained how AT&T's approach to telemedicine focuses on network-based service applications, linking transport providers and content providers into a single source for the end users. ■

**Steve Normandin
of American
Medical
Development
shows Lt. Col.
Larry Lauderdale, DISA,
how technology
enables
physicians to
consult with
patients
remotely—in
this case, for a
long-distance
dermatology
consultation.**



Network Reliability

CONTINUED FROM PAGE 15

plete service could resume. Beginning in 1992, however, Fast Automated Routing (Faster®) technology gave AT&T the ability to reroute traffic around a cable failure without human intervention—restoring service to normal in minutes instead of hours. Greendyk explained that with the introduction in the market of self-healing Synchronous Optical Networks (SONET), which have already begun to be deployed, restoration time is shrinking to milliseconds.

Recovery is the third element in AT&T's network reliability strategy. This addresses a worst-case scenario where a natural or manmade disaster wipes out a switching facility. The company has developed its own "insurance policy" of sorts for such a dire circumstance—mobile, deployable telecommunications transmission and switching equipment that can literally replace an entire AT&T office within hours or days, depending on the size of the office.

For a network that handles as many as 220 million calls on a business day, reliability isn't an option, it's a necessity. "Outages and cable cuts don't surprise us," Greendyk said. "We're ready for them all the time."

The Government GETS Ready For Emergencies

If an earthquake, flood or other natural or manmade disaster wreaks havoc on your facilities or those of your customers and constituents, it may be critical for your agency to communicate into or out of the disaster area. But these crises usually result in congestion over the public switched network, making it difficult or impossible for the average caller to make a connection.

The Government Emergency Telephone Service (GETS) makes sure critical government communications receive priority in disaster or national emergency situations. "The U.S. government today is 95 percent dependent on commercial networks," Diane



Fountaine

Fountaine, deputy manager of the National Communications System (NCS) told attendees at the DCTN Users' Conference. "We really need to focus on what that dependence means if the infrastructure goes away."

NCS, for which DoD is the Executive Agent, developed GETS in association with an industry advisory council and 23 federal agencies and departments.

GETS reached interim operational capability on Oct. 1, 1995. In an emer-

gency, authorized users access GETS through a special telephone number and personal identification number (PIN). GETS takes advantage of three major types of networks: long-distance networks provided by interexchange



An Air Force officer examines AT&T's GETS disaster recovery capabilities.

carriers, including AT&T; local networks provided by local exchange carriers (LECs); and government leased networks, including FTS2000, DISN, and the Diplomatic Telecommunications Service. Authorized calls receive priority treatment, which gives them a higher probability of completion than the average call.

"If you're in the federal government and you want priority treatment on the public switched network, this is the only way you're going to get it," Fountaine said. But you must be an approved subscriber in order to use the service. Federal, state and local governments, as well as some industries, are eligible to become GETS users. Their missions must support national security, public health, law and order, or other key emergency restoration and recovery efforts in emergencies; and all GETS users must have federal sponsorship.

For more information, contact the GETS program officer, Lt. Col. Bill Gleichsner. He can be reached via e-mail at gleichsw@ncr.disa.mil or by phone at 703 607-6118. ■

COMMENTS on the CONFERENCE

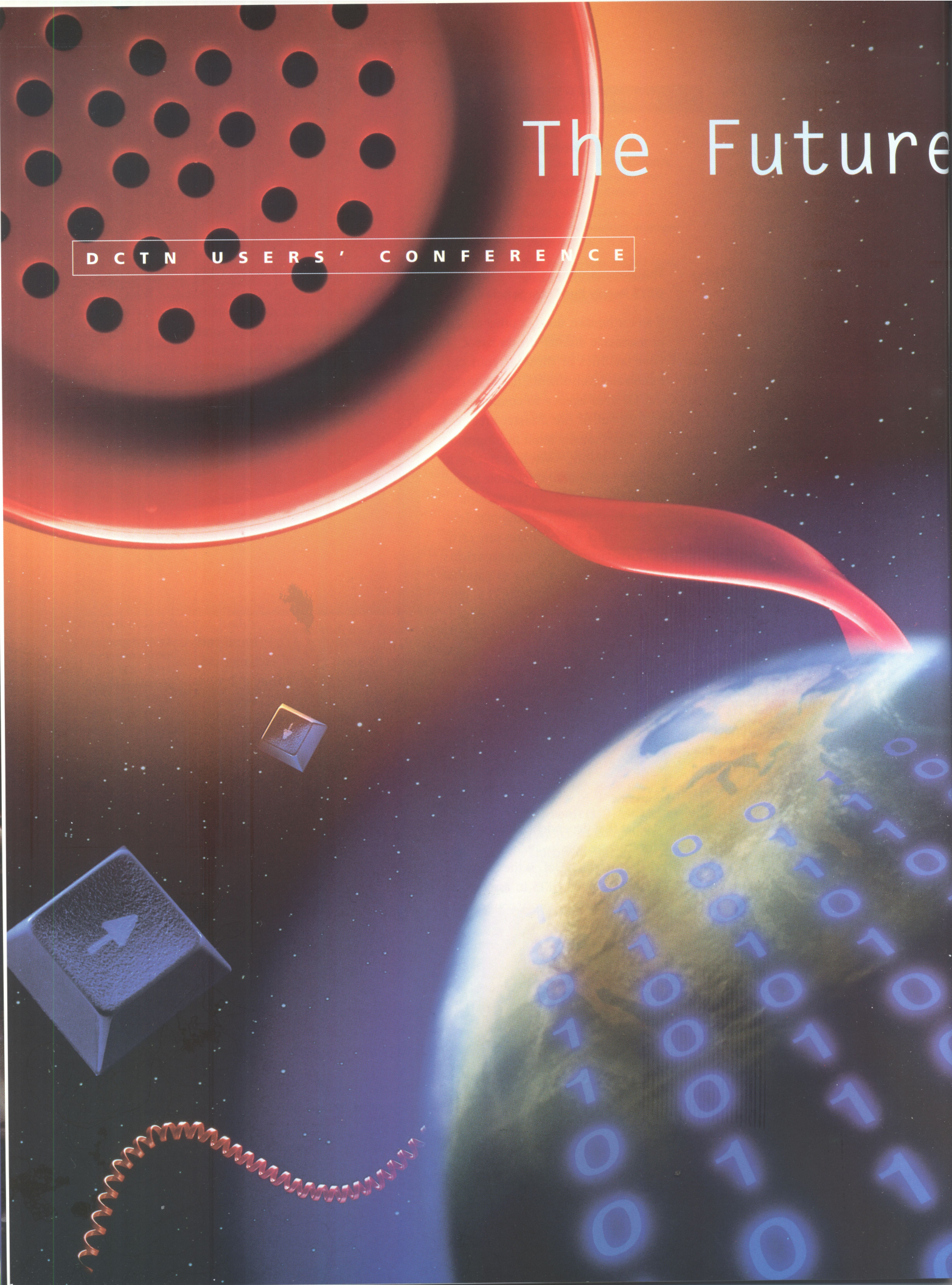


I'm fairly new to the Joint Staff, so it's been valuable to learn about DCTN, about the communications infrastructure, and about the vocabulary and terms used by industry. I've also been able to ask specific questions and gain knowledge in the area where I work.

Lt. Col. Neil Putz, USA, The Joint Staff (J6)

The Future

D C T N U S E R S ' C O N F E R E N C E



Is About Technology

AT&T'S TECHNOLOGY TODAY IS "A LONG DISTANCE from Long Distance." And the Technology Room at the DCTN Users' Conference proved it. Throughout the conference, attendees had a chance to visit more than a dozen exhibits and demonstrations. Among them:

Support for the warfighter in the air and on the battlefield via AT&T Low Bit Rate ATM, which allows for the integration of voice, video, data and imagery over the same transmission path.

Telemedicine applications involving interactive video to support radiology and consulting capabilities, trauma/emergency care management, and diagnostic imaging support. (See related article on page 18.)

DCTN Compressed Digital Video (CDV), which supports distance learning via one-way video and two-way audio broadcasts originating in one location and terminating in several locations around the country simultaneously. CDV saves time and travel costs; dollar for dollar, it provides effective learning to significantly more people than is possible with traditional in-residence education programs. CDV is also used for "town hall" informational meetings. Through connectivity with Schedule D videoconferencing, a program originating at a Schedule D site can be received at locations on the CDV network. (See related article on page 18.)

Videoconferencing, including video calls between the conference and DoD customer locations. One application showed connectivity between the DCTN Low Bit Rate Video (LBRV) network and the DCTN Compressed Digital Video (CDV) network.

Switched 56 Service applications, featuring high-speed fax capabilities of up to 40 pages per minute. This is seven times faster than conventional Group III fax machines, providing cost effectiveness and increased productivity.

AT&T InfoWorx®, an interactive voice response service providing telephone access to information, allowing callers to enter and manipulate data and hear the information they are calling for. For example, with InfoWorx your employees can: use an appropriate ID to access personnel information in a database; call an 800 number "news line" to find out about agency news and activities; dial a number and enter an area code or zip code to locate the closest agency facility, its hours of operation or phone number.

CONTINUED ON NEXT PAGE



TOP Clay Pinyerd, right, program manager, USAF, inquires about AT&T WorldNet Services with Todd Allen, AT&T Marketing Communications and Advertising Manager.

CENTER A HumVee

BOTTOM Lt. j.g. Stacia Iovine, USN, learns about the benefits of DCTN Low Bit Rate Video Service from Greg Dicks of PictureTel Corp.

Technology

CONTINUED FROM PREVIOUS PAGE



DISA'S Edward Sagre examines a communications shelter developed by Motorola, Inc., part of a deployable system that allows military personnel in the field to communicate with AT&T's global network.

regardless of the size of the storage database.

AT&T Disaster Recovery Service, a team capable of going anywhere in the world to restore communications following a natural or manmade disaster.

Government Emergency Telecommunications Service (GETS), a new service offered by the Office of the Manager, National Communications System, designed to meet national security and emergency preparedness requirements. (See article on page 19.)

DoD Network Planning, a tool to support the planning required to create or resize a telecommunications network. An AT&T simulation model was demonstrated, which is being used by DISA to support the resizing of AUTODIN as it transitions to the Defense Message System. ■

AT&T WorldNetSM Managed Internet Service, providing a complete, end-to-end Internet access solution. This includes site planning, hardware, software, installation, training and 24-hour technical service and support.

AT&T PersonalLink[®] Service, which gives you the power to organize, personalize and automate your messaging, faxing, e-mail, information gathering, and even your scheduling. It also keeps you in touch with the whole world, letting you link to virtually any public or private messaging service, including the Internet.

AT&T Easy Archiving, an economical, electronic warehouse for documents and data. This is a system for storage and retrieval of e-mail and electronic

data interchange (EDI) messages directly from the network. It provides secure, tamper-proof third-party storage that meets all government archiving regulations, with no up-front capital expense. The system can be configured to allow other agencies or partners to access some archived information without compromising the integrity of other archived information. It also allows for quick information retrieval,

COMMENTS on the CONFERENCE



I've had a lot of interaction with customers at the conference. It's given me an opportunity to explain what we do at DISA and to discuss their equipment and other communications needs.

RM1 Vendetter Neal, USN
Telecommunications Manager, DISA

FOR MORE INFORMATION

ABOUT AT&T COMMUNICATIONS SERVICES FOR THE DEPARTMENT OF DEFENSE, CONTACT YOUR AT&T ACCOUNT REPRESENTATIVE



To Russia With Pen

AT&T'S INTERNATIONAL VICE President Keith Springen (center) and joint venture partners Paul Joyal (left), president of Intercon, and Victor Polichtchouk, president of Russian Telecommunication Services, celebrate with employees of the three companies forming ROSNET, the telecommunications network that will span Russia's 86 regions. ROSNET moved one step closer to completion when a joint venture agreement between AT&T and ROSNET was legally registered in Moscow in late November.

"The execution of this agreement allows ROSNET to establish bank accounts in Russia," explained Springen. "This means all partners can make their financial contributions to the partnership. By June, we should be able to complete installation of our EasyLink® central node and training of key people so we can expand our services there."

The AT&T-ROSNET joint venture already has installed switching equipment and modems to carry data from desktop computers in the regions (comparable to U.S. states) to a central operation in Moscow. By

the end of 1996, ROSNET will offer e-mail, fax and electronic data service to government and business customers throughout Russia. AT&T owns 55 percent of ROSNET.

ROSNET also plans to establish a central training facility to help Russian business managers and government officials learn how to use e-mail, fax and local area networking services effectively. Some training of ROSNET managers already has taken place in the United States and Russia.

"The business potential in Russia is substantial," said Springen. "Today, all of the telecommunications providers combined are serving only 15 percent of the market. We anticipate that by expanding to the entire breadth of Russia by year's end, we'll be able to serve all government customers and those doing business with the government. This will improve the economy of Russia and help attract additional foreign investment there."

For more information on ROSNET, contact AT&T's Jay Demarest at 202 776-5840.

—Joyce Deaton

Congratulations

AT&T executive receives minority business award

BERNIE MCKAY'S WORK TO ENCOURAGE minority- and women-owned businesses won the AT&T vice president for Emerging Markets the title of "Executive of the Year" from the Virginia Regional Minority Supplier Development Council.

The council was founded in 1977 to increase opportunities for minority-owned

businesses in the Commonwealth of Virginia. The "Executive of the Year" is chosen on the basis of outstanding commitment and support of these goals and recognizes both the individual and the company.

Earlier this year, McKay chaired the ninth Virginia Business Opportunity Fair, which attracted a record 200 minority businesses and the largest number of sponsors in the history of the event.

AT&T, which was a major sponsor of the business fair, is a strong supporter of alliances with small businesses and has a long history of doing business with minority- and women-owned enterprises.

—Joyce Deaton



JOHN WHITMAN

AT&T purchased more than \$1.5 billion worth of goods and services from businesses owned by women and minorities in 1995.

"A MAJORITY OF THE WASTE IN MEDICINE can be cured with better information and information management." With these words, keynote speaker Dr. Thomas Garthwaite, deputy undersecretary for health at the Department of Veterans Affairs (VA), set

the stage for AT&T's Federal Healthcare Forum at the AT&T Technology Center in Washington last fall.

AT&T Government Markets customers attended one of the four half-day sessions that included presentations by AT&T and healthcare industry

improve healthcare in the United States by applying cost-saving efficiencies to the healthcare process."

AT&T's Gwen McLaughlin, national account manager for the VA and chairwoman of the Forum, summarized the program and directed the

recognition technology, users can say or spell words and names and speak or enter a string of digits to retrieve information from healthcare databases.



Garthwaite

Julie Cartwright, AT&T InfoWorx marketing manager, demonstrated how AT&T InfoWorx can help callers order claim forms or documents, verify eligibility for a healthcare service, find out the status of their benefits, locate healthcare providers and agencies, and check office hours. Cartwright ex-

JUST WHAT THE

AT&T provides optimum health solutions for the federal healthcare system

experts, healthcare applications and technology briefing sessions, focus groups and an applications showcase. The showcase offered a hands-on introduction to the healthcare applications solutions available from AT&T.

Kathryn Dunn, assistant vice president, AT&T Defense Markets, welcomed a group from the VA. "Of AT&T's many Department of Defense projects," she said, "I am most proud of our offerings in healthcare technology. I'm certain our contributions to the federal healthcare system will inspire similar enhancements in the public sector." Dunn encouraged her listeners to continue their ongoing dialog with AT&T about the future direction of healthcare technology. She told the group that she was "confident we can use the robust strength of technology to

group to the applications briefings that highlighted three AT&T offerings of



Dunn



McLaughlin



Cartwright

particular interest to healthcare professionals: AT&T InfoWorx® interactive voice response system and AT&T videoconferencing for telemedicine applications.

AT&T InfoWorx

AT&T InfoWorx works with AT&T FTS2000 800 Service to put a powerful communications tool at the fingertips of healthcare clients. Using touch-tone dialing or state-of-the-art speech

plained, "The service is available 24 hours a day, seven days a week with foreign language service provided by multilingual agents and accommodations for the hearing impaired. Passwords and account numbers maintain the security of the interactions and callers can access a live agent if required."

A cost-effective way to handle a large number of callers requesting standard information, this service allows each caller to use meaningful words rather than complicated numerical codes to interact with the database.

AT&T Videoconferencing for Telemedicine

John Elmore, AT&T senior account executive, and Bob Bliss, senior federal account manager for PictureTel Corp-

CONTINUED ON PAGE 26

HEALTH FORUM PHOTOS BY KATHIE KOENIG

"Of AT&T's many Department of Defense projects, I am most proud of our offerings in healthcare technology. I'm certain our contributions to the federal healthcare system will inspire similar enhancements in the public sector."



Just What the Doctor Ordered

CONTINUED FROM PAGE 24

oration, an AT&T vendor partner and manufacturer of high-performance dial-up videoconferencing products, teamed up to demonstrate how telemedicine will revolutionize medical evaluations and treatments. Videoconferencing gives geographically dispersed medical professionals the power to consult and take action quickly. This ability overcomes two traditional barriers in the practice of medicine: time and distance.

Elmore and Bliss moderated a live videoconference that linked locations of the National Institutes of Health, including Frederick and Rockville, Md., Hamilton, Mont., Rocky Mount and Research Triangle Park, N.C., to the AT&T Technology Center. Participants discussed how the country's premier medical teaching facilities can use X-rays, magnetic resonance imaging

(MRI) and computerized axial tomography (CAT) scans, monitor live events such as surgical procedures, or consult on patient diagnoses and treatment regimens.

Nancy Boyer, president of Equifax Analytical Services, an AT&T Solutions partner and software development company specializing in decision support systems for the managed care industry, said this process is



Boyer

"the most cost-effective way to coordinate consultations in the industry today." She can even see a day when physicians will take recertification exams via videoconferencing, rather than traveling

to remote examination delivery sites.

Glimpse

At the applications showcase, participants interacted with exhibitors running live and simulated applications. These included an immunization tracking system, imaging storage software for patient records, desktop videoconferencing for labo-

David Everard, Intel Corp., demonstrates AT&T WordWorx Network Services to AT&T's Sheree Bruce and VA's Ray Baumber.

ratory systems and trauma care management systems for multiple patient situations.

Frank Lalley, deputy assistant secretary of telecommunications for the VA, visited the Forum and participated in a telemedicine focus group. "I've seen a glimpse of the future here today," he said. "We're employing technology every day, so we are not wide-eyed novices, but I feel that we could realize many more benefits by becoming an organization that shares information more effectively. With this technology we could leverage ourselves into larger cooperative groups. Interoperability is the key to our success for the future."



Lalley

To find out more about how these technologies can help your agency, contact your AT&T account representative. ■

Leave the Telecommunications Systems To Us

MANY COMPANIES and government agencies today are using their staff and dollar resources more effectively by focusing on their core business and leaving the administration and operations of telecommunications systems to the experts.

Systems Management ASSIST Service® can help government agencies manage their day-to-day telecommunications system and do so at a level tailored to their needs—whether augmenting an internal telecommunications staff or taking over the job entirely.

The ASSIST Service is carefully structured for each individual customer and is administered by experts in worldwide communications systems. It can help customers plan, schedule and budget system management activities well in advance, keeping communications equipment running smoothly at peak performance and avoiding any service disruptions.

Systems Management ASSIST Service is a natural because it eliminates what can be a significant drain on agency personnel's time. "With the telecommunications field changing so quickly, it can be a time-consuming challenge for agencies to keep abreast of their systems needs, especially while under pressure to reduce resources but still maintain service levels," said Linda Bailey, Lucent Technologies applications manager for Services. The ASSIST Service is available at five service levels, based on hours, with a single point of contact serving the customer for all systems needs.

Lucent Technologies handles the administration of the PBX, such as translation input for moves, adds and changes,



FRED SMITH ASSOCIATES

Lucent Technologies' Alice Brown uses ASSIST to manage customer PBXs.

seasonal PBX clock changes, and call routing adjustments as a result of North American Numbering Plan (NANP) changes—the introduction of new area codes. All of this is done remotely by systems administrators who adjust program system software. And there's a monthly system tape backup for PBXs.

"If an agency moves personnel and offices frequently, just keeping on top of internal customers' telecommunications demands can be a full-time job," said Bailey. "With ASSIST, there's no worry about service disruption."

The service goes beyond daily support to offer clients a look at system usage over time: "We help our clients track their switch performance by generating a number of reports to assure peak efficiency of their system," explained Bailey.

Additionally, the service includes a security tune-up to identify areas of vulnerability and guard against problems like toll fraud.

Customers are also given four training videotapes and a computer-based training diskette covering toll fraud, telephone and voice etiquette and specific information on DEFINITY® system console operation and terminals.

So take advantage of the Systems Management ASSIST Service and focus on running agency business. For more information, contact your Lucent Technologies account representative at 1 800 492-6769.

—Joan Stapleton

With the telecommunications field changing so quickly, it can be a time-consuming challenge for agencies to keep abreast of their systems needs. Systems Management ASSIST Service can help government agencies manage their day-to-day telecommunications system and do so at a level tailored to their needs.

BY JACKIE WIDES

Redefining Your Workplace

Americans by the millions are liberating themselves from stuffy downtown office buildings and long, stressful commutes to work. As telecommuting pioneers, they work full or part time from home, a nearby telecommuting center or a "virtual office" anywhere they happen to be.

And their employers love it. Because by not showing up at the office, these workers are boosting personal productivity, better balancing their work and family lives, saving employers significant real estate dollars and reducing auto emissions and other commuting-related pollution.

Recently, AT&T joined the General Services Administration (GSA), the Department of Transportation, the Department of Commerce, the Environmental Protection Agency and the Association for Commuter Transportation (ACT) as founding members of Tele-

commute America!, a public-private effort to increase participation in alternative work arrangements. A nationwide informational campaign began last June, culminating in Telecommute America! Week this past fall.



AT&T's Martin Pospeshil demonstrates AT&T products at a Telecommuting Fair in Chicago's John C. Kluczynski Federal Building during Telecommute America! Week.

KATHIE KOENIG

tates manager, alternative officing strategies. From his home office in suburban Chicago, Pospeshil helps AT&T organizations around the world analyze the savings associated with alternative office arrangements. Nearly 47,000 AT&T employees take advantage of some form of telecommuting; in 1994 alone, these programs reduced the company's real estate costs by approximately \$80 million.

The federal government is encouraging its employees to consider telecommuting, too.

GSA has already opened several telecommuting centers around the country—available to employees of all federal agencies—to help the government reach its target of 60,000 telecommuters by 1998.

While not every government job lends itself to telecommuting, many do. "We don't really need to have physical control or employees within our sight to have effective management," said GSA

Administrator Roger Johnson at the kickoff briefing for Telecommute America! Week.

If your work could lend itself to telecommuting at least a few days a month, you can find out more about available options by contacting GSA's Office of Workplace Initiatives at 202 273-4660. ■

More than a million Americans are expected to begin telecommuting within the next year as a result of Telecommute America!, joining more than 8 million people who already spend less time traveling to work.

"It's the quintessential win-win situation," said Martin Pospeshil, AT&T Global Real Es-

What Do I Say To My Supervisor?

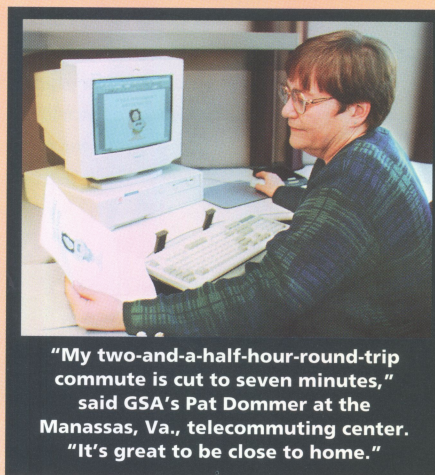
ACCORDING TO A TELECOMMUTE America! survey, 92 percent of executives from companies with existing telecommuting programs say these programs benefit employers as well as employees—through cost reduction, increased productivity and improved morale. Nevertheless, barriers to more widespread adoption of telecommuting persist, especially among middle management supervisors who fear lack of control and loss of the team concept. And the majority of telecommuting “wannabees” are afraid to even ask their management about alternative work arrangements.

If you'd like to try telecommuting but hesitate to approach your supervisor, consider these tips:

Don't be afraid to ask—Pat Dommer, a realty specialist in General Service Administrations's (GSA) Portfolio Management Division, wanted to try telecommuting one day a week but didn't know how her supervisor would react. “I sent her an e-mail message asking what she thought of the idea,” Pat said. Her supervisor set guidelines and endorsed the

telecommuting option.

Three people from the division telecommute part time. Pat spends every Monday in GSA's Manassas, Va., telecommuting center.



Because she's required to attend many meetings, full-time telecommuting is out of the question. But Pat says her Mondays in Manassas are perfect for writing reports because, “I'm much more productive when I'm undis-

turbed in the telecommuting office.”

Specify the advantages—Ray Pagliarini, Chief of the Division of Personnel Operations for the Department of Transportation's (DOT) Maritime Administration, suggests people outline the business benefits of telecommuting and convince their supervisors they can stay in touch by frequently checking voice mail and e-mail. “It has to be the right work, and progress has to be monitored,” he said. Since September, Pagliarini has been telecommuting two to three days a week from home to work undisturbed on a special project. Working from home is getting the job done sooner than otherwise; and since he foregoes a one-hour commute each way, “Those are two hours a day I 'give back' to the office,” he said.

Do good work—“Gain the trust of your supervisor by providing high-quality products on time, and he or she won't have a problem with telecommuting,” said DOT's Martin Gertel, audit liaison. Gertel telecommutes two days a week at the Manassas telecommuting center, cutting a three-hour round-trip commute down to 40 minutes. “My work doesn't have a lot of by-the-book solutions,” he said, noting the telecommuting option “contributes enormously to my productivity.” He suggests alternative work schedules reduce family stress and enable people to better focus on their work. ■

Going the Distance

...from Baltimore to Oklahoma

Pop Quiz: Which is more effective and reaches a greater number of people? (Choose one answer from each pair.)

Pair 1

- A. 1,400 teachers
- B. One teacher

Pair 2

- A. 13 weeks at a training center
- B. Training in one's home office

UNTIL THIS YEAR, "A" APPEARED to be the better answer for the Social Security Administration (SSA). To maintain quality, training was generally done person-to-person, either in local offices or in training centers. So whenever staff across the nation needed to learn a new procedure or program, 1,400 instructors—one for each SSA office—studied the material, made notes, developed a training outline, rehearsed, and delivered the training to their own staff. Whenever a new employee was hired, that person spent up to 13 weeks away from home training.

The agency's training budget was growing substantially, when all that repetitive work, travel and per diem expense were added up.

The agency wanted to cut those costs, especially now that training is one of the four major goals of the SSA's human resources strategy. The agency wanted quality video with a high degree of interactivity. It wanted to broadcast to many sites and people. It wanted a cost-effective way to provide distance learning. That's why SSA turned to AT&T. SSA already used the FTS2000 contract to build a large 800 service network, handling some 250,000 calls a day.

The training solution was developed after extensive research by SSA professionals Ward Bechtel, program manager for Distance Learning; Jim Noble, lead telecommunications

specialist and Phil Dulaney, program manager for Electronic Services Delivery. Other distance learning professionals at a number of other government agencies and corporations contributed their expertise.

Called the agency's Interactive Distance Learning Project, this solution will soon be deployed at 220 sites across the contiguous 48 states, Alaska, Hawaii and Puerto Rico. It employs a digital interactive setup developed just for distance learning that has only recently

at the instructor's podium.

When a student signs in with his or her social security number, the name is matched to a database to register the student, and the name and site are delivered to the instructor. Then when a student signals to ask a question, the instructor can recognize the individual and broadcast the question and answer to all sites. The instructor can also direct questions to individual students.

"This isn't distance learning where you just watch the screen and fall asleep," Bechtel said. "The instructor can interact with students—and keep them awake and interested."

The system is highly interactive, even allowing students to signal anonymously if the instructor has lost them. The instructor, too, is kept on his or her toes—and can deliver training that really meets the needs of students.

Another benefit is the uniformity of the training: "We can deliver a single, consistent program," Bechtel said.

It seems like a great system. But when you need to serve thousands of employees and you're talking big money, you don't do anything without trying it out first.

"Installing a satellite uplink at our Maryland location would have cost about \$1 million," said Jim Noble. That's more than he and Bechtel were willing to recommend spending before seeing proven results.

However, the Federal Aviation Administration (FAA)—a confirmed user of distance learning—had a channel available on its uplink in Oklahoma City (see story at right).

AT&T Account Manager Robin Ebert and her technical research team explored various ways of getting the analog signal from Maryland to Oklahoma. Their solution was to digitize and compress the signal, using the data transmission services on the FTS2000 con-



JIM GARDNER

become available, including one-way video and two-way audio.

The instructor will teach from an automated podium in a classroom at SSA headquarters in Baltimore, Md. The podium gives the instructor control of all facets of the broadcast, including access to video and other graphic materials as desired.

Lessons are fanned out across the country from an AT&T satellite. Downlink sites are provided with a large-screen projection TV; each student is equipped with a viewer-response keypad, which includes a microphone, linked by FTS2000 packet services to a host computer

SSA students take a course via AT&T's distance learning with instructor Ronald Tilghman.

Sky-High Training, Down-to-Earth Savings



tract, for transmission at 1.5 Megabits per second. At the FAA's uplink site, the signal is decompressed and beamed up to the satellite for delivery to the 220 downlink sites in the trial.

This solution produces quality "close to full-motion video," according to Noble.

Bechtel wants to offer everybody in the field courses such as advanced management training, security training and team building, now available only at headquarters. "We have courses taught by professors from major universities that people in the field don't have access to," he pointed out. "How else are you going to get a Harvard professor to address a small office a thousand miles away?"

Bechtel expects the distance learning network will be used 30 to 35 hours a week, perhaps more. Once the system is installed at all SSA offices, he expects the agency will have to expand to multi-channel broadcasting.

"Am I excited?" he asked. "Absolutely! I've been in training since 1980, and this is the most exciting thing I've seen. It will revolutionize the delivery of training within our agency and point the way for other agencies to follow."

If you'd like to find out if distance learning can resolve your agency's training needs, contact your AT&T account representative.

—Janet Kreiling

BETWEEN 1992 AND 1995, THE TRAINING budget for the Federal Aviation Administration took a 41 percent hit. The 1996 budget poses further cuts. Yet the agency must still train—very thoroughly—the people who ensure flight is safe when we or our family members are up in the air.

Specifically, it must train a raft of new flight standards inspectors—people who enforce rules governing pilots and carriers. It's revamping the entire program for training airways facilities technicians and engineers—the folks responsible for maintenance of radar systems, data links, and so on. And Vice President Al Gore's National Performance Review isn't letting the pressure ease up.

So when satellite facilities suitable for distance learning became available from AT&T on the FTS2000 contract in 1994, the FAA was at the head of the line. In fact, AT&T Account Manager Don Mason arranged for the FAA to order facilities before the service became generally available. The order was placed in May, 1994; in November, the agency had its uplink.

During the years of budget cuts, FAA Program Manager Hank Payne has had plenty of time to get ready. He has combed the literature for distance learning studies, visited users at major companies, analyzed the costs and benefits, and defined just what he wanted for the agency. (The FAA's documentation was so thorough that the Social Security Administration (SSA) was able to use its justification, rather than prove its own.)

The set-up uses AT&T's Digital Satellite Compression Feature to provide a one-way point-to-multipoint broadcast video with audio return. As in the SSA network, students communicate with instructors via a viewer-response keypad/microphone unit.

The quality, Payne said, is like that of a VHS videotape. To augment communication, FTS2000 high-speed data packet service links the instructor's and students' PCs.

"Instead of getting people to the training," he said, "we're getting the training to the people." Moreover, he added, "the distance learning network should save \$2 for every \$1 invested."

Payne—as cautious as the SSA's Bechtel—is still validating distance learning for the FAA's purposes. Among the prototype courses: cockpit en-route inspection for evaluating pilots, supervising shipment of hazardous materials, management development, and an extensive overview of airways facilities. The courses go from Oklahoma City to trial participants in FAA centers in selected locations across the United States. Assuming the training proves effective, the FAA plans to beam courses to some 400 sites by the end of the decade.

The agency will install a number of downlinks itself and share others—for example, a network already in use by the Air National Guard. In turn, the Air National Guard will use the FAA's uplink, along with the SSA, Coast Guard and other agencies.

"Sharing the up and downlinks makes sense," Payne said. "One dish should be able to serve the needs of every agency located in a given building. Sharing downlinks with the Air National Guard, for example, is saving us \$1 million."

He hopes that shared facilities will lead to shared courseware. "There are a lot of courses that all agencies must deliver—such as equal employment opportunities, sexual harassment, AIDS in the workplace. Right now there's massive duplication of effort with each agency delivering its own courses. If we all had a common method of delivery, we could all use the same course."

To make that happen, Payne is a member of an informal group of 16 agencies that are exploring ways to save training dollars across the federal government. The distance learning technology could be the start of something big.

—Janet Kreiling

Cost Savings with a Capital C

AT&T Capital Corporation brings your technology plan to life

When you compare the costs, leasing can save you a lot of money in the long run. A lease with AT&T Capital Corporation can help you procure all the new equipment you need, when you need it.

WHEN YOUR AGENCY HAS A LONG-RANGE TECHNOLOGY plan that is your responsibility to fulfill, should you consider leasing equipment instead of purchasing it?

The answer is yes. When you compare the life-cycle costs of leasing equipment to fulfilling your plan in bits and pieces, leasing can save you a lot of money in the long run.

A lease with AT&T Capital Corporation can help you procure all the new equipment you need, when you need it. The funds available in your annual budget may not be nearly enough to purchase all the equipment you need. But when you apply those same funds to a lease, you can shift your technology plan quickly into high gear. When you lease, you can stop spending money to maintain existing equipment that is already obsolete. Best of all, leasing gives you all the efficiencies and cost savings of your technology plan as soon as possible.

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nications equipment.

Leasing from AT&T Capital Corporation is more sensible and affordable than ever for federal government agencies. You can lease at market-based interest rates. Also, AT&T Capital Corporation offers lease options that let you build equity in the equipment while you're leasing it.

AT&T Capital Corporation understands the unique funding, contracting and tax code requirements of federal, state and local government agencies. As a result, the company can provide financing solutions that meet all the requirements of governmental entities. (See "Customer Snapshot" on facing page.)

AT&T Capital Corporation has leasing and payment options to suit a wide range of needs. For example, a federal government Lease With Option to Purchase plan (LWOP) gives you the flexibility at the end of the lease term to either return or purchase the equipment for a small fixed amount. If you decide to purchase the equipment at any time during the lease, your LWOP can be turned into a purchase arrangement.

Or perhaps a federal government

Lease To Ownership Plan (LTOP) would suit you better. An LTOP lets your agency own equipment automatically after all fixed monthly payments have been made. LTOP leases can run from 36 to 84 months, and you have the option to purchase the equipment at any time during the lease.

If your needs change during the life of the lease, AT&T Capital Corporation can adapt your lease to reflect the value of the new equipment you need. What's more, you can roll the cost of training, maintenance, engineering and even wiring into the lease as well. AT&T Capital Corporation does it all.

Fast Track

These are only a few of the creative approaches to leasing open to you. So if your technology plan has more needs than funds, call AT&T Capital Corporation. Let the experts in financing for government agencies design a lease that provides you with all the equipment you need, when you need it, so you can put your technology plan on the fast track and keep it there.

For more information about AT&T Capital Corporation's leasing options, call 1 800 527-9876 extension 3576. —Jeff Heller

Past, Present, Future

AT&T at Telecom 95



IT WAS THE PLACE TO BE.

Telecommunications experts from all corners of the globe gathered in Geneva last October for Telecom 95, the International Telecommunications Union's spectacular \$1 billion trade show and exhibit featuring the latest in high-technology communications applications that are helping to build the global information infrastructure.

Held every four years, the Telecom shows are the premier event in worldwide telecommunications. AT&T joined other exhibitors to show off its technology and court government postal telegraph and telephone (PTT) and government agency representatives from more than 170 countries and 50,000 representatives from multinational corporations. The show, opened by President Nelson Mandela of South Africa, drew 190,000 people.

At the AT&T exhibit, titled "AT&T Innovative Solutions. Anytime, Anywhere," a multiscreen video presentation showed a panoramic review of AT&T's achievements from the first Bell Laboratories inventions until today. Included were global success stories such as AT&T Government Communications International's joint venture

with ROSNET to provide data networking service throughout Russia.

A peek into the future showed technology currently on trial at Bell Labs:

A "smart tag" radio labeling system can automatically track luggage through an airport or change price tags throughout a retail store without touching them.

Compressed digital music equipment can place the music from 10 compact discs onto a credit card-size memory card and play it on a prototype player.

Virtual reality conferencing takes participants into an imaginary meeting room where they see conferees around a table and access video data together. Anyone missing the meeting can log in later and attend it, just as it happened.

But the biggest draw of the AT&T show was a live interactive theater trip into the office of the future. Actors played the parts of managers of The Interactive World College, which specialized in teaching interactive communication on a global scale. The head of the college, incidentally the great-grandson of Alexander Graham Bell, held an interactive conference with his managers using video visors, then

called home to check homework with his teenage son, Alex.

At Telecom 95, AT&T and its European partners announced the introduction of Uniworld WorldsourceSM service, which by the first quarter of 1996 will provide global networking, management and support services in 17 western European countries. Features include on-net dialing, seven-digit dialing, virtual on-net service, call screening, global billing and network management reports. Uniworld is a partnership joining AT&T with PTT Telecom of the Netherlands, Swiss PTT Telecom, Telia of Sweden and Telefonica of Spain.

Hottest technologies at the show included video multimedia and wireless communications. AT&T's offerings in both areas drew praise from visitors. To illustrate AT&T's Global Switched Digital Services, the exhibit featured a live connection between Geneva and Bell Labs in Holmdel, N.J., and a live tour of AT&T's Network Operations Center in Bedminster, N.J.

AT&T also showed off its latest wireless offerings for public and business networks called Air LoopTM.

"We have many valued customers at every point on the global telecommunications spectrum," said AT&T's Keith Springen, international vice president, Government Communications International. "Our customers range from developing countries, modernizing their telecommunications infrastructure in the race for development, to sophisticated nations, upgrading their communications networks to gain an edge in an increasingly competitive global marketplace. Many of these customers attended Telecom 95, and we were delighted to be part of this worldwide forum. It was a great opportunity to listen and to learn and to help advance our goal of taking the 'distance' out of long distance." —Joyce Deaton

For More Information, Please Press 1

HOW CAN A SMALL GOVERNMENT agency offer responsive and more complete customer service without increasing budget and adding staff?

The INTUITYSM CONVERSANT[®] system, an interactive voice response system, offers a way via an array of prepackaged software applications that can transform the limited resources of a small government agency to give it the coverage, reach and feel of a much larger concern.

Callers today are accustomed to voice response systems—they encounter them everywhere they call. So whether “For information, press 1,” or “To place an order, press 2,” the dialing public has come to rely on the expediciencies and convenience voice response offers.

Arlene Anderson, Lucent Technologies applications manager for federal markets, explained that with the company’s stock of prepackaged applications, smaller agencies can now take advantage of the technology. “With nearly 100 generalized and specialized applications, we can offer federal agencies with 100 stations or less a voice response system tailored to their needs without incurring the expense of a customized program.”

Some of the applications include: directory assistance, general audience broadcast, phone menus, business surveys, bulletin boards, form processing, locators, benefits administration, transportation tracking, order taking and an array of call center supports.

“These applications are aimed at customers who have MERLIN LEGEND[®], PARTNER[®] or DEFINITY[®] G3 systems or similar communications equipment,” continued Anderson.

With the INTUITY CONVERSANT system, agencies can put callers in control. Customers call at their convenience, retrieve or supply information, make requests or place orders anytime. They do so quickly and confidentially. The system is a tireless workhorse: on the job seven days a



LIGHTSCAPES/THE STOCK MARKET

week, 24 hours a day.

When customers call, they access information by pressing buttons or by speaking. The speech recognition capability is unique.

“The INTUITY CONVERSANT system recognizes speech in nine languages and accommodates TDD—Telecommunications Device for the Deaf,” said Anderson. “These features can be a tremendous benefit to agencies that are dealing with a diverse public.”

Another aspect of the system’s multimedia dimension: a fax option that lets callers request materials, such as forms or information sheets, be faxed directly to them.

Whether it’s an agency employee calling to check benefits or a caller from another time zone dialing in for the latest news bulletin,

customer satisfaction is enhanced because callers get through and quickly get the information they need.

For managers, the INTUITY CONVERSANT system offers significant benefits by increasing staff productivity—freeing employees from repetitive, time-consuming routine calls to let them use their time more profitably.

More productive employees means an improved bottom line. “Especially today as agencies are shrinking staff and consolidating offices, productivity improvements and lowered operating costs are critical considerations,” said Anderson.

While keeping pace with an agency’s customer response needs, the INTUITY CONVERSANT system additionally positions users for the future with the Multi-Application Platform (MAP). “With the MAP platform, agency managers can readily incorporate new advances as they became available,” said Anderson.

For more information about the INTUITY CONVERSANT system, contact your Lucent Technologies account representative or call 1 800 492-6769. —Joan Stapleton

When customers call, they access information by pressing buttons or by speaking. The speech recognition capabilities are unique.

Stars Shine in the Military

AT&T's Countdown to Stardom '95 talent search

I KNEW MY COMPETITION WAS VERY GOOD, SO I PLAYED FOR FUN AND hoped to win a T-shirt," said 25-year-old Senior Airman Larry Fiala. In addition to the shirt, Fiala received a \$5,000 check and an all-expense-paid trip for a recording session at Sony Music Studios in New York City, as this year's grand prize winner in the United Service Organizations/AT&T Countdown to Stardom '95® military talent search.

Local competitions were held on 29 U.S. military bases overseas from Aug. 12 through Oct. 6, 1995. The USO, AT&T and local Morale, Welfare and Recreation departments coordinated the events. Competitions, held in 12 countries, showcased the talents of active-duty military performers during a fun-filled family program.

Fiala played the accordion during the preliminary screening on Ramstein Air Base, Germany. He was selected as one of the 10 local finalists out of 30 performers. On the night of the competition, Fiala gave a rendition of his "Button Up Medley," which included lively polka tunes. He won the \$500 first prize that night, while second and third place winners received \$250 and \$100.

A videotape of each winner from the 29 competing bases was forwarded to a panel of military and industry judges. They selected Fiala for the grand prize.

"As soon as Larry heard the news, he called home," said his mother, Loretta. "We were thrilled, not only because he won, but because it provided a chance for him and his wife, Mendy, to be with our family for Thanksgiving."

Before spending the holiday with his four brothers and four sisters, Fiala attended a news conference at the National Press Club in Washington. When asked what he intended to do with the prize money, Fiala thought he might buy a new accordion, or let Mendy use some of it for Christmas shopping.

Fiala spent most of Nov. 16 at Sony Music Studios, where he recorded eight songs, including the "Button Up Medley." Fiala made



Senior Airman Larry Fiala, winner in AT&T's talent search.

Fiala said. He hopes the USO/AT&T-sponsored competitions continue.

AT&T is the largest corporate supporter of USO celebrity entertainment programs overseas and is a primary contributor to programs worldwide.

"The USO/AT&T Countdown to Stardom '95 rallied the entire military community to compete in a fun and entertaining event," said AT&T's Larry Hanback, military market segment manager.

Was military morale up? You bet! —Barbara Esposito

several copies of the tape for family and friends and gave one to his local radio station.

After arriving home in Nebraska, Fiala had a chance to play a few songs with his dad, also an accordionist. Fiala taught himself to play at the age of seven. "I picked it up by listening to my father play," Fiala said. "It was just sort of the thing for a kid to do." Also, when the family went to local Czechoslovakian music festivals, Fiala tried to remember the music he heard so he could play it when he returned home.

In high school, Fiala played the French horn and trumpet. "He could be counted on to participate in special local concerts, such as the Copa music booster fundraiser," Loretta said.

Now, Fiala is teaching himself the guitar. Practice times are sporadic, he admits, but he tries to sit down with his music at least twice a week. In between times, he continues to compose songs, such as "The Last Waltz," "Kolache Polka," and "Mother's Day Polka." "I sat up in the barn until 2 a.m. a few years ago composing that last one," Fiala said. "It's one of Mom's favorites."

The Countdown to Stardom military talent search meant more than winning a prize to Fiala. "This is the third year of competition, and we played to a packed theater. The event really pulls people together and makes everyone feel good,"